

## SUPPORT STAFF SUPERVISOR

### FUNCTION OF THE JOB

Under supervision, to manage or assist with managing the daily operation of the office; to supervise the daily activities of the support staff; to provide support services; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Supervises the daily office support services and activities of the staff, including meeting required deadlines and composing, preparing, and/or processing appropriate documents.
2. Plans, organizes, and approves the scheduling of office coverage, overtime, and time off from work for the support staff.
3. Develops and implements office policies, procedures, and practices.
4. Conducts training and instructs support staff on computer programs, office policies, procedures, and practices.
5. Receives and resolves any personnel concerns or issues of the support staff, including discipline.
6. Reviews support staff performance and conducts performance evaluations.
7. Screens applications and conducts interviews, selects, evaluates, and trains new staff.
8. Maintains, reviews, and enters the payroll of the staff.
9. Prepares in finished form confidential letters, minutes, reports, memoranda, and/or legal documents.
10. Drafts and composes letters, forms, and correspondence from general instruction.
11. Schedules and coordinates calendars, interviews, appointments, speaking engagements, meetings, conferences, and/or makes travel arrangements when necessary.
12. May coordinate and process human resources transactions in the County's HRIS system.
13. May coordinate and assist with the processing of departmental open records requests.
14. Establishes and maintains effective working relations with staff, elected officials, the legal community, other County employees, and the general public.
15. Performs other duties as required.

### QUALIFICATIONS

#### Essential Knowledge and Abilities

1. Thorough knowledge of business English, spelling, grammar, correspondence formats, and basic mathematics.
2. Considerable knowledge of modern office practices, procedures, and equipment.
3. Considerable knowledge of departmental operations and policies.
4. Considerable knowledge of administrative and supervisory principles and practices.
5. Working knowledge of computer applications.
6. Working knowledge of record keeping and bookkeeping principles and practices.
7. Some knowledge of modern fiscal management practices, procedures, and methods.
8. Ability to supervise and evaluate the work of others.
9. Ability to carry out special and general assignments requiring organization of materials and development of procedures.
10. Ability to implement administrative and operational procedures, evaluate their effectiveness, and recommend appropriate changes if necessary.
11. Ability to make decisions in accordance with rules, regulations, and County policy.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

12. Ability to operate a keyboard at a speed of at least 50 net words per minute.
13. Ability to operate modern office equipment.
14. Ability to adapt to rapidly changing priorities and deadlines.
15. Ability to prioritize work assignments to ensure timely completion.
16. Ability to communicate both orally and in writing and to exercise judgment and discretion in the application and interpretation of policies and regulations.
17. Ability to establish and maintain effective working relations with staff, elected officials, the legal community, other County employees, and the general public.
18. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. High School Diploma or GED.
2. Four years of office work experience, including one year at a responsible level (Senior Administrative Specialist).
3. Recognized post high school training in business, administrative assistant, office technology, or a closely related field may be substituted for the required experience on a year-to-year basis to a maximum of two years.